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ARIZONA CORPORATION COMMISSION
1200 West Washington Street
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Commissioners and Staff:

Last week, we provided Staff of the Arizona Corporation Commission (ACC) information as part of their examination into the circumstances surrounding the passing of Ms. Stephanie Pullman. We understand from subsequent communications that additional questions remain. In an effort to be responsive to Commission requests, we want to share supplemental information that we have compiled since launching our own internal review into the matter.

Over the past three weeks, we have been reviewing our records to determine other potential instances when disconnections for nonpayment have been alleged to have had an impact on the health of a customer. In searching our records and other sources going as far back as ten years to include a review of unique customer files and calls into our Customer Care Center, we have discovered four additional relevant occurrences.

It is important to note that in each case there are other circumstances and contributing factors that likely impacted the customer's health; and it is typically unknown, and often unknowable, what role - if any - disconnection of electric service played.

In the interest of personal privacy, we have omitted the names of the customers in our summaries of the four occurrences we found. They are:

- In September 2009, Person A was occupying a residence where electricity had been previously disconnected for nonpayment. Person A brought a claim against APS asserting that he was harmed in a fire that started from candles he was burning for light. APS denied responsibility. The case was litigated and APS was voluntarily dismissed by Person A without a settlement.
- In November 2011, residential service was disconnected to Customer B for nonpayment. In early December, Customer B was found deceased in her apartment during a welfare check. Representatives from Customer B's estate initiated a claim against APS alleging that the disconnection had led to Customer

B's passing. APS disagreed with the allegations of causation. The claim was resolved in a settlement between the parties.

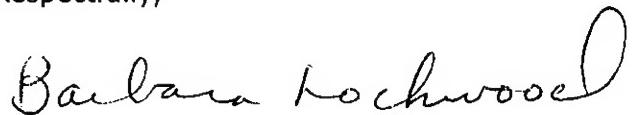
- In June 2018, an informal complaint was filed by Customer C regarding disconnection of service after nonpayment. The complaint never alleged injury or hospitalization and was closed. Subsequent to the complaint, there was a brief news report in which Customer C alleged to be hospitalized but no such claim was ever made to APS.
- In June 2018, service was disconnected to Customer D for nonpayment. In mid-July Customer D was found deceased in her residence. A representative from Customer D's estate brought a claim against APS. APS disagreed with the allegations of causation. The claim was resolved in a settlement between the parties.

On June 13, APS discontinued residential power disconnections for nonpayment. Currently, at the direction of the Arizona Corporation Commission, we are operating under emergency rules that are in effect that place a moratorium on disconnections for nonpayment until October 15.

In addition, our CEO, Don Brandt, directed APS's President Jeff Guldner to conduct a thorough top-down and bottom-up review of our disconnection practices and procedures, as well as to provide him with recommendations as to how APS can improve our procedures. A report is due to Mr. Brandt by August 30.

We are committed to working with you and other stakeholders to develop a more permanent policy over the next 180 days that ensures all Arizonans, especially our most vulnerable neighbors, have access to the electricity they need.

Respectfully,



Barbara Lockwood
BL/bgs